

**WHAT IS CLAIMED IS:**

1. An appliance information transmitting/receiving method for handling information regarding an appliance between said appliance and displaying means of a customer and a server of a provider through a network, comprising:

5           a first step at which said server receives identifier information specifying said appliance from said appliance through said network;

          a second step at which when said server receives said identifier information, a menu of provider responses is sent to said displaying means through said network;

10           a third step at which said server receives from said displaying means through said network item information which said customer selected from said menu which is displayed by said displaying means; and

          a fourth step at which when said server receives said item information selected by said customer, processing corresponding to said item information is performed;

15           at said first step, said identifier information which is received is sent by telecommunications means connected to said network and disposed in said appliance in response to a send instruction for said identifier information; and

          at said second step, said menu which is sent is structured to have a different content in accordance with said identifier information.

20           2. The appliance information transmitting/receiving method as set forth in claim 1, wherein at said first step, said send instruction for said identifier information received by said server is issued by an access button disposed on said appliance is pressed.

25           3. The appliance information transmitting/receiving method as set forth

in claim 1, wherein at said first step, said send instruction for said identifier information is issued by said appliance specified by said identifier information which is sent is selected from an appliance list which is displayed by said displaying means.

5           4. The appliance information transmitting/receiving method as set forth in claim 1, wherein at said first step, said server receives information expressing the state of said appliance specified by said identifier information together with said identifier information from said appliance through said network, and said identifier information which is received and said information expressing the state of said appliance is information which is sent through said network by said  
10           telecommunications means disposed to said appliance.

          5. The appliance information transmitting/receiving method as set forth in claim 1, wherein said fourth step includes:

          a step at which if said item information received from said displaying  
15           means is regarding an item to request repair work, when said appliance is to be collected and repaired, said server sends a menu of collecting methods to said displaying means through said network; and

          a step at which said server receives from said displaying means through  
20           said network information regarding a collecting method selected by said customer from said menu of collecting methods displayed by said displaying means.

          6. The appliance information transmitting/receiving method as set forth in claim 1, wherein said fourth step includes a step at which if said item information received from said displaying means is regarding an item to request  
25           repair work, when it is determined that said appliance is to be collected and repaired and said appliance is to be delivered to said provider via a third party, said server receives said identifier information regarding said appliance from a

third party terminal through said network;

a step at which when said server receives said identifier information from said third party terminal, information regarding a delivery destination of said appliance is sent from said server to said third party terminal through said network; and

said information regarding said delivery destination of said appliance is in accordance with said identifier information received from said third party terminal.

7. The appliance information transmitting/receiving method as set forth in claim 1, wherein said first step includes a step at which when said identifier information received from said appliance is unregistered, information necessary for registration is sent to said displaying means from said server through said network.

8. The appliance information transmitting/receiving method as set forth in claim 1, wherein at said second step, said menu sent to said displaying means includes at least one of a telephone response request, a repair request, an operation method description request and an another menu display request.

9. The appliance information transmitting/receiving method as set forth in claim 1, wherein a plurality of said appliances are disposed and connected to a LAN, and

said telecommunications means of any one of said appliances is connected to said network.

10. An appliance information transmitting/receiving system for handling information regarding an appliance between said appliance and displaying means of a customer and a server of a provider through a network, wherein

said appliance comprises telecommunications means which sends

identifier information to said server through said network to which said telecommunications means is connected, when said telecommunications means receives a send instruction for said identifier information specifying said appliance, and

5           when said server receives said identifier information, said server structures a menu of provider responses into a different content in accordance with said identifier information and sends said menu to said displaying means through said network, and when said server receives item information which is selected by said customer from said menu displayed by said displaying means, said server performs processing corresponding to said item information.

10           11. An appliance information transmitting/receiving system comprising an appliance of a customer installed indoors and displaying means of said customer installed indoors, wherein

          said appliance comprises telecommunications means which sends  
15           identifier information to a server of a provider through a network to which said telecommunications means is connected, when said telecommunications means receives a send instruction for said identifier information specifying said appliance,

          said displaying means receives from said server through said network and  
20           displays a menu of provider responses which is in accordance with said identifier information, and receives from said server and displays information corresponding to item information selected by said customer from said menu which is displayed, and

          said menu received by said displaying means is structured to have a  
25           different content in accordance with said identifier information.

          12. An appliance information transmitting/receiving system, comprising:

a server of a provider for handling information regarding an appliance of a customer through a network; and

a customer information database which manages customer information, wherein

5           said server receives identifier information specifying said appliance from said appliance through said network,

          when said server receives said identifier information, said server sends a menu of provider responses to displaying means of said customer through said network,

10           said server receives from said displaying means through said network item information selected by said customer from said menu which is displayed by said displaying means,

          when said server receives said item information selected by said customer, said server performs processing corresponding to said item information,

15           said identifier information which is received is information which is sent from telecommunications means disposed to said appliance through said network in accordance with a send instruction for said identifier information,

          said menu which is sent is structured to have a different content in accordance with said identifier information, and

20           during said processing corresponding to said item information, said customer information database is used in accordance with said item information.

13. The appliance information transmitting/receiving system as set forth in claim 11, wherein said send instruction for said identifier information is issued by an access button disposed on said appliance is pressed.

25           14. The appliance information transmitting/receiving system as set forth in claim 11, wherein said send instruction for said identifier information is issued

by said appliance specified by said identifier information which is sent is selected from an appliance list which is displayed by said displaying means.

15. The appliance information transmitting/receiving system as set forth in claim 11, wherein said appliance and said displaying means are structured integral with each other.

16. The appliance information transmitting/receiving system as set forth in claim 11, wherein said telecommunications means sends information expressing the state of said appliance specified by said identifier information together with said identifier information to said server through said network.

17. The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying means is regarding an item to request repair work, when said appliance is to be collected and repaired, said server sends a menu of collecting methods to said displaying means through said network and receives from said displaying means through said network information regarding a collecting method selected by said customer.

18. The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying means is regarding an item to request repair work, when said server determines that said appliance needs to be collected and repaired and said appliance is to be delivered to said provider via a third party, said server receives said identifier information regarding said appliance from a third party terminal through said network and accordingly sends information regarding a delivery destination of said appliance to said third party terminal through said network, and

said information regarding said delivery destination of said appliance is in accordance with said identifier information received from said third party terminal.

19. The appliance information transmitting/receiving system as set forth in claim 12, wherein when said identifier information received from said appliance is unregistered, said server sends information necessary for registration to said displaying means from said server through said network.

5 20. The appliance information transmitting/receiving system as set forth in claim 12, wherein said menu of provider responses which is sent from said server to said displaying means includes at least one of a telephone response request, a repair request, an operation method description request and an another menu display request.

10 21. The appliance information transmitting/receiving system as set forth in claim 11, wherein a plurality of said appliances are disposed and connected to a LAN, and

said telecommunications means of any one of said appliances is connected to said network.